



## Annual Report 2004

VNA-Hospice is a not-for-profit, Medicare certified Agency that is licensed by the State of New Hampshire to provide home health care, hospice care, maternal child health care and community health services to residents in Alton, Brookfield, Effingham, Freedom, Moultonboro, Ossipee, Sandwich, Tamworth, Tuftonboro, Wakefield and Wolfeboro. While our office is located in Wolfeboro our staff drove close to one-half million miles throughout this region to provide 34,707 visits during fiscal year 2004.

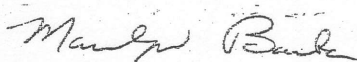
The Agency is proud to have provided residents in Alton with a total of 5,652 visits this past year. This included 4,765 home health care visits, 190 hospice visits and 697 maternal child health visits. A visit may be made by a registered nurse, a physical therapist, an occupational therapist, a speech therapist, a licensed nursing assistant or a homemaker.

Home health is the fastest growing division of the health care industry, and that trend is going to continue. Home health care is effective and cost efficient. We provide care in a patient's home, which is where you want to be cared for. VNA-Hospice goal is to meet the health care needs of our service communities today and tomorrow. VNA-Hospice was the first Agency in this region to provide telehealth monitoring to our most vulnerable patients. We are currently in the process of evaluating a new information technology system that will allow clinical staff members to carry computers into patient homes. Paperwork is a major burden to all of our staff.

Computerization will reduce that burden, but more important it will be a tool that will give them immediate access to information that can be used to improve patient care. Each computer will have a special medication program. It will allow them access to the notes of other care providers so that continuity of care can be maximized.

There continues to be some major challenges that impact the home care industry. These challenges affect VNA-Hospice's ability to provide the residents of Alton with quality services. It seems like many of the patients that are referred to us have multiple health care problems and are more acutely ill. This increases their need for services and it increases our costs to provide the quality of care that this Agency is known for and committed to. There continues to be a shortage of qualified health care personnel in this region, especially therapists and nursing staff. The Federal government continues to increase its oversight on the industry. This increases the cost of doing business, but funding by the State and Federal governments is either decreasing or at budget neutral.

Thank you for your continued support and for allowing VNA-Hospice to provide you with your home health care services.

  
Marilyn Barba, MS, RN, CHCE  
Executive Director